# COUNTY MAIL SERVICES TEAM

Daisy Chang,

**Section Manager** 

(323) 267-3533

Terril Gayden,

**Head of Mail Services** 

(323) 267-3988

Connie Le Blanc-Belle,

Staff Assistant—Billing

(323) 267-3488

Mail Services Supervisors

Frank Mares

**Laurie Reeves** 

**Charles Cole** 

**Thomas Marx** 



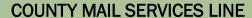
If you are interested in starting new mail pick-up and delivery services, or need information, please contact us at:

Phone: (323) 267-3988

E-mail:

ISDMailSupport@isd.lacounty.gov

Mail Services Headquarters 1102 North Eastern Avenue Los Angeles, CA 90063 Fax: (323) 780-8393



(323) 267-3988







## **County Mail Services**



### **OUR SERVICES**

M ail Services has a key central support role for the

County and Courts in providing pick-up and delivery services for both internal and external communications. We recognize and take pride in our customers need to rely on Mail Services to provide reliable and secure mail services.

With our centralized mail processing locations, spoke delivery system, use of technology, and dedicated expert staff, Mail Services is able to up hold our long-standing reputation among our customers for providing prompt, high quality, courteous service all in compliance with USPS and internal requirements.

As a result, customer departments can focus on their operations to meet the department's main mission.

#### **OUR MISSION**

Mail Services mission is to provide our customers with the highest level of time-sensitive pick-up and delivery mail service.

We seek to maintain our customer relationships as communications needs evolve while demonstrating our constant desire to provide exceptional customer service.

Our motto- We're here to help.



We proudly provide the following superior services:

- Mail Stop Scheduling The days and times of all Mail Stops are planned to meet the internal or legally required deadlines of our customers.
- Internal and Court Pick-Up and Deliveries Service days and times as scheduled with customer departments. Delivery is next day. However, Same Day Service is also available upon request.
- Receipted Internal Mail Tracking Special handling for any internal mail item is tracked with numbered receipt labels. On-line tracking of item delivery status is available!
- Outbound Mail Direct, external mail needs are addressed with experience and technical expertise to ensure postmarked Same Day.
- Post Office Box Pickup- As required by customer departments to meet their needs.
- Presort Mail Discount Pre-sorted mail reduces postage costs. Outbound mail which meets USPS pre-sort format requirements is commingled so it may be organized by zip code. OCR presorting equipment is used by our contractor to barcode and sort outbound mail. This allows all customers to capture discounted automated postal rates.
- Mail Advisory Consulting Provided on an as needed basis together with our mail specialty contractor and/ or USPS.



#### BENEFITS OF OUR SERVICES

- Security and Confidentiality Ensured
- Customer Training and Mail Evaluation for Outbound USPS mail
- Website for On-line Receipted Mail
  Tracking and Label Creation
- Uniformed, Secure Drivers with County ID Badge
- Marked, Reliable County Vehicles with GPS tracking and two-way communication
- Fully Trained Staff
- Careful Handling
- Reliable Delivery
- Friendly Service
- Integrity
- Cost Effective
- delivery service include: Case files, court documents, printed documents or correspondence, scrolls, negotiable documents, Payroll, and locked money bags.

For more information about our services, please visit our website at

http://isd.lacounty.gov/purchasing-andcontract-services/contract-admin/countymail-services/